

COUNTY NEWS



PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO

May 2004

Kids Try Parents' Role for a Day HHSA Central Region Hosts 100 Kids at April Event

Charlie Castellanos has a new appreciation for the work his father, Carlos, and other adults do each day at HHSA's Northeast Family Resource Center.

"I don't know how they do it. I'm not used to this work," said the 10-year-old, who was assembling application packets for the center's clients. Charlie was one of two dozen children who recently spent the day at the family resource center on 73rd Street in San Diego as part of "Take Our Daughters and Sons to Work Day."

In all, about 100 children accompanied their parents to work at several HHSA offices in the Central Region. At the Northeast center, the children were given tasks to perform in the morning, such as assembling packets, and later in the day had an essay contest, took a nature walk and interviewed staff.

Natalie Lampkin, a supervising clerk, has coordinated the event at the Northeast center for the past several years. Her goal is to help children learn more about the working world, both to help instill a work ethic and allow them to think about what they want to do when they grow up.

Lampkin said she used to accompany her own mother to work during the summer, which taught her about dignity and the value of being self-sufficient. She taught those qualities to her



Michelle Magale, 16, helps her mom, Monica, by filing some paperwork at the Northeast Family Resource Center. Monica Magale is a human services specialist with HHSA.



Johnzay Watson, 7, puts together packets at the Northeast Family Resource Center during Take Our Daughters and Sons to Work Day

daughter, who now works for the Sheriff's Department, and her granddaughter, Ni'Asha, 10, who participated in last month's event.

"They need to see us at work," said Lampkin.

The event is geared toward children from 8 to 17, although a few younger kids also participated. Permission slips were sent to the children's schools so they would get credit for taking part.

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Finance Symposium Offers Info for Investors

May 22 Event Promises to be an Eye Opening Experience

The next SDCERA *Financial and Investment Educational Symposium* promises to be another success! Locally famed financial professional and radio show host of *Money in the Morning—News About Your Money*, George Chamberlin is the designated keynote speaker for the Financial Symposium on Saturday, May 22, at Holiday Inn on the Bay. Chamberlin plans to present "Investing with Your Eyes Open," which will cover investment basics, understanding fees and expenses, understanding different investments and how they fit into lifecycle financial planning.

In addition, knowledgeable professionals from firms such as *The Hartford*, *Merck & Company* and *Vanguard* will speak on various subjects including basic points to consider when investing in mutual funds; how to begin your planning for wills, trusts and estates; the importance of understanding life insurance policies and current health care concerns.

(continued on page 3)

San Diego District Attorney's Office Kicks Off Mentoring Project

Program Gives Kids Behind-the-Scenes Glimpse of the Criminal Justice System

For the first time, the San Diego County District Attorney's Office is taking a hands-on approach to helping youth from inner city neighborhoods. The DA's office has joined forces with the San Diego Urban League to create a new mentoring program, which unites 12 deputy district attorneys with 12 teens.

The mentoring project, developed by DA Community Relations Officer J.J. Anderson and the Urban League's Tony Brown, is designed to help build confidence in the young adults while providing role models from the criminal justice community. Kearny High School 10th grader Brittany Mosley said she wanted to be part of the program because, "I wanted to learn about courtroom procedures and observe from behind the scenes about being a lawyer."

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NewsBriefs

Cheers for Volunteers

Every Saturday morning, "Miss Pat" can be found at the Polinsky Children's Center, where she holds and rocks babies who have been abused, neglected or abandoned.

Pat Cunningham of San Diego, one of thousands of San Diego County residents who volunteer their time with County programs, was honored as one of the County's volunteers of the year in April during a ceremony at the County Administration Center.

In all, 32 volunteers of the year were honored for contributions ranging from clearing burned parks after last fall's wildfires to working with mental health patients and caring for dogs and cats at the County's animal shelters.

During the fiscal year that ended June 30, 2003, the last year for which complete figures are available, 16,664 people volunteered with County programs. Based on a nationally recognized formula, their work had a total monetary value of \$24,109,539.

Anyone interested in volunteering with the County can call the County's volunteer coordinator, Grace Andoh, at (619) 531-5616.

Lesson in Justice

Teenage boys and girls stood before Presiding Juvenile Court Judge Susan Huguenor to face weapons and battery charges, be sentenced by a jury of their peers, and spend time in Juvenile Hall last month. The teenagers hadn't really committed any crimes, misbehaved in school, or even fought with their siblings. Rather, they took part in Juvenile Justice Day, sponsored by Juvenile Court and the Probation Department.

The teenage boys and girls from local high schools acted as prosecutors, public defenders, judges, and jurors in mock trials to give youth a behind the scenes look into the juvenile justice system. After sentencing, the kids were taken into Juvenile Hall and shown what it's like to live in a detention facility 24 hours a day.

The teenagers are part of the Aaron Price Fellows Program, a teenage leadership program, sponsored by Price Charities. The program's mission is to enrich the lives of a diverse group of high school students and help them make the world a better place.

More Newsbriefs on Page 8 of the online edition of County News



In Walt's Words

County Employees Make Summer Recreation Fun and Safe

Whether your favorite summertime activities include hiking and picnicking in a scenic park, or dipping your toes in the bay or ocean, your fellow County employees are making sure your recreational experiences are safe and enjoyable.

Across San Diego County, employees with the Department of Parks and Recreation are gearing up for the peak season of usage at County parks, open space preserves and other facilities. When the weather warms up, so does the interest in spending time outdoors and getting away from the daily bustle of traffic jams and shopping malls.

This year, County residents should be especially appreciative of the recreational opportunities at their fingertips, as Parks employees and volunteers reopen parks damaged in last October's wildfires.

More than 15 parks and preserves sustained such heavy damage in the fires that they had to be closed to the public. The good news is that in recent months, six fire-damaged parks – Lake Jennings, Louis Stelzer, South Lane, William Heise, Hellhole Canyon and Volcan Mountain – have now been reopened and present unique opportunities to see how nature restores itself. Many ranger-guided hikes will be available this summer in burned park areas for your education and enjoyment.

In addition to parks and open-space preserves, the County also owns and operates community centers, teen centers, historic sites and campgrounds. In May, all nine County campgrounds are allowing your friends to camp for free. Campers who reserve a site in any County park Sunday through Thursday can receive a second campsite of equal or lesser value, allowing a friend to camp for free on the same night, in the same park. For more information about County parks, visit www.sdparks.org, or call (858) 565-3600.

In all, the Department of Parks and Recreation oversees 80 facilities, totaling more than 40,000 acres, all dedicated to the recreational enjoyment of County residents, including all of you.

If your idea of a good time includes sun, sand and salt water, rest assured, County employees are hard at work making sure your day at the beach isn't marred by disease-causing organisms.

Swimmers, surfers and divers can enjoy ocean waters buoyed by the knowledge that water quality at most beaches in San Diego County is very good during the summer months. The Department of Environmental Health conducts regular water testing and monitoring, and will alert the public if bacteria levels rise above state standards, or other signs of contamination are present.

State law requires weekly bacterial monitoring of water quality at popular swimming beaches between April and October of each year. Locally, DEH and other agencies collect water samples at 106 locations from Border Field State Park in the South Bay to San Onofre State Beach in North County. DEH then tests the samples to determine if bacteria are at safe levels, or exceed state standards.

When a problem with contamination is detected, DEH will post advisory signs, to let the public know of the potential health risk. Also, DEH can post beach closure signs in the event of a sewage spill.

Before heading to your favorite beach, call the DEH Beach & Bay Water Quality hotline at (619) 338-2073, or log onto www.cleanup.org, to find out the latest water quality information.

Have a great month, and don't forget to check out our great parks and beaches!

Walt Ekard
Chief Administrative Officer

Kids at Work

(continued from page 1)

Johnzay Watson, 7, whose godmother, Michaela Williams, works at the Northeast Center, focused on his task of folding papers and stacking them to assemble packets. When asked if he would want to work at the center every day, he said, "If I got paid a hundred bucks."

Other children were glad to spend time with their parents during the work day, and impressed by how hard they work.

"It's really fun," said Brittany O'Neal, whose mother Sharon, is a supervisor. "I just love her, she works really hard and gets paid and takes care of us."

Even those who don't have kids took part in the event by contributing toward the cost of snacks and a pizza lunch for the young visitors. Lampkin said staffers at the family resource center wanted to add an additional lesson about nutrition for the children, so instead of donuts or other sugary treats, they provided bagels and fruit for morning snack. County nurses provided nutrition posters, information packets and key-chains.

Nationally, Take Our Daughters and Sons to Work Day is organized by the Ms. Foundation for Women. The group has a web site with information about activities and other issues related to holding the event. Lampkin said she and other HHSA coordinators used to web site to help them plan their own events. According to the Ms. Foundation web site, www.daughtersandsonstowork.org, more than 10 million boys and girls were expected to participate around the country. The event is held on the fourth Thursday in April.

Mentoring

(continued from page 1)

Mosley's mentor is Deputy District Attorney Rod Shelton, who has been with the office since 1999 and works out of the South Bay Branch. Shelton said, "I am familiar with the San Diego Urban League and the programs that they provide for the African-American community. I wanted to be a part of that. I want to show Brittany the criminal justice system by taking her to some of my trials."

San Diego Urban League President, Cecil H. Steppe said, "These students are some of the brightest stars in our community and they are very excited to have a chance to interact with the caliber of mentors from the DA's office. We hope these become lasting relationships that impact their career choices."

District Attorney Bonnie Dumanis said, "It is important for us to give back to the community and I am very proud that these deputy district attorneys are volunteering their time to help the next generation."

The project, kicked off last month at the Urban League Office in San Diego, gave 12 deputy DAs and 12 students from the academy a chance to greet each other for the first time. The program is expected to last for six months, after which the students will give a presentation on their experience and receive a certificate of completion.

Ver•ba•tim

Letters from satisfied customers served by County employees.

Charles Hazel (HHSA) was thanked by a client for his assistance.

"Thank you for treating me with respect and not ignoring me. Your time and effort are greatly appreciated, and your kindness is also recognized."

Yvonne "Bonnie" Young (Treasurer-Tax Collector) was thanked for going above and beyond the call of duty in helping a customer.

"Please remain prudent with my tax dollar, but at pay raise time I would hope Yvonne gets top consideration. I would even suggest a promotion as her enthusiasm could become contagious."

Ed Slater (DEH) received kudos from the owner of a business that he visited for an inspection.

"Ed Slater was a very professional person and handled the situation very well."

Chris Balan and John Schorr (Probation) were commended by a manager with Parks and Recreation.

"They did an outstanding job in the scheduling of probation crews for maintenance projects in my district. I went out and observed the work that was done upon completion and I, like my area managers, was very impressed."

Karen Miller and Andrea Carreira (Assessor-Recorder-Clerk) were praised by a Riverside County judge for their help with a problem involving a marriage license.

"Both were extremely helpful, friendly and professional. We could use more employees of their caliber. If they are interested in Riverside County Superior Court, I'll trade several future draft picks for either of them. They are a credit to your office."

Jim Schuck (DEH) was commended for his assistance to a customer.

"At all times, Mr. Schuck was professional and, while being firm with regard to the requirements regarding the caliber and thoroughness of the required information, I also thought his requests were fair."

More Verbatim on Page 7 of the online version of County News.

Finance Symposium

(continued from page 1)

Each symposium covers important, relevant topics for all SDCERA members, whether you're still working, or have already retired. If you've attended one of the symposiums in the past, you'll be certain to learn something new and if you haven't attended, consider spending a Saturday educating yourself and gain valuable knowledge about financial and investment issues that are important to all of us.

The cost for attending the day-long symposium is \$15 and includes lunch. Pre-registration is required and walk-ins will not be accommodated due to space limitations. Contact the SDCERA Call Center toll free at 1-888-4-SDCERA for information and to receive an enrollment form.

Environmental Health Employee Is High On Soaring

Glider Pilots Fly on Skill, Air Currents

When Ed Slater wants to change his perspective on daily life, he heads for the clouds.

Slater, a supervisor with the Hazardous Materials Division of the Department of Environmental Health, has a hobby that's way out there – his passion is flying gliders from the cliffs at Torrey Pines.

"There's nothing in the world like floating around between those cumulous clouds," said Slater.

Slater is a board member and past president of the Associated Glider Clubs of Southern California, a group that has overseen glider flights from the cliffs north of La Jolla for some 70 years.

The vehicles used in this sport are like small airplanes, with one key difference – they fly entirely on the lift supplied by air currents, rather than relying on a propeller or jet engine. While soaring above San Diego County, the only sound a pilot might hear is the rush of wind or a squawk from the radio.

Slater says it's like sailing, "except we have another dimension to play with."

The club makes soaring affordable for those who would have a hard time coming up with \$15,000 or more to buy their own glider, Slater said. The group also takes on such tasks as the yearly renewal of permits needed to fly at Torrey Pines.

The sail-planes can be launched one



Ed Slater sits in the cockpit of his club's glider under the watchful eye of his Great Dane, Devon.

of two ways – either towed behind a vehicle, or pulled by a winch into the air like a slingshot. Once airborne, it's up to the pilot's skill to find the air currents that take the glider into the blue yonder.

The gliders are legally allowed to fly as high as 1,800 feet above Torrey Pines, and they can reach speeds of 150 mph or more. The world altitude record is 50,000 feet, said Slater, who has gone up as high as 18,000 feet himself. Commercial airliners normally fly at 30,000 to 35,000 feet.

"I enjoy the challenge of getting as high as I can," said Slater. "It's a wonderful sense of serenity."

Depending on the wind, gliders can

soar for hundreds of miles. From Torrey Pines, Slater said, he loves to take a turn around Mount Soledad, flying high above the famous cross.

One of the most exhilarating feats that pilots attempt is "running the beach" below the Torrey Pines cliffs. In the early morning, after making sure the beach is empty, the pilot will point the nose of his craft downward, leveling off at 10 or 15 feet above the whitecaps and reaching a speed of about 150 mph, before using the momentum to pull back up above the cliff top.

"That is better than an E ticket at Disneyland," he said.

Because of the wind conditions at Torrey Pines, the soaring season there is limited, running from mid-February through April. During the rest of the year, the glider pilots can soar over other spots in California. Slater said Torrey Pines is the only coastal glider port in the United States.

Anyone interested in learning more about the sport of gliding or seeing videos of gliders in flight can log onto the club's Web site at www.agcsc.org. Or you can head out to the Torrey Pines glider port on a spring weekend, where you just might find Ed Slater.

"It's a fabulous sport, I love it. I've been doing it for over 30 years and I don't intend on quitting," he said.

County News is published for the 17,000 employees of the County of San Diego.

Board of Supervisors

Greg Cox, District 1
Dianne Jacob, District 2
Pam Slater-Price, District 3
Ron Roberts, District 4
Bill Horn, District 5

Chief Administrative Officer

Walter F. Ekard

This information is available upon request in alternative formats for persons with disabilities.



EDITORIAL STAFF

Joe Tash, Editor

County News is available online at www.sdcounty.ca.gov/dmpr (click on "Employee Newsletter") or via the County's Intranet at cww

To contact County News:

Phone: (619) 595-4627

Fax: (619) 595-4664

Mail: 1600 Pacific Highway, Rm 208

San Diego, CA 92101 (MS A-359)

E-mail: joe.tash@sdcounty.ca.gov

Volume 26, No. 5 - May 2004

NEWSMakers NEWSMakers

Robert Venter, supervising environmental health specialist with DEH's Food and Housing Division, was named by the California Environmental Health Association as Registered Environmental Health Specialist of the Year for 2004.

Venter, on his own initiative, masterminded the concept of pool risk management using the principles of Hazard Analysis Critical Control Point. The goal of this concept is to minimize the risk of illness, injury and death at swimming pools. His work caught the eye of the U.S. Centers for Disease Control and Prevention, which wants to build upon Venter's concept to provide nationwide guidance. The CDC has lacked such expertise and guidance in recreational health through the years.

(continued on page 6)

COUNTY NEWS *Extra*

Service Awards

Congratulations to County employees reaching the following milestones in May:

35 Years

Edward E. Even (Fleet ISF – Maint/
Support)
Willie L. Pugh (HHSA)
Linda T. Suarez (HHSA)

30 Years

John S. Blocker (Agriculture, Weights
& Measures)
Antoinette P. Cooke (Superior Court)
Debra M. Hanlon (Sheriff)
Steven A. Lister (Planning & Land Use)
Michael R. Pent (District Attorney)
Bai C. Wong (Waste Water
Management)

25 Years

Janet F. Alvarez (HHSA)
Sheryl Yvette Alyea (Superior Court)
Allene E. Austin (HHSA)
Susan P. Baker (Sheriff)
Stephen S. Chapin (HHSA)
James N. Chavez (Auditor &
Controller)
Leslie C. Ceccherini (Sheriff)
Honorio A. Cudal (HHSA)
Pamela A. Fiscus (Superior Court)

Margy Fordyce (Sheriff)
Malake Ghebrehwet (Parks &
Recreation)
Lane H. Hicks (Auditor & Controller)
Khen Thi Huynh (HHSA)
Carlos I. Jacobo (Sheriff)
Larry L. Kusler (Sheriff)
Brian P. McCauley (Sheriff)
Barbara S. Miller (Superior Court)
Cindy Wing Kau Ng (HHSA)
Christopher Rhodeos (Environmental
Health)
Patrick C. Russell (District Attorney)
Susan Schlotter (HHSA)
Gloria L. Shepard (Sheriff)
Roderick Skannal (Child Support)
Cynthia Smart-Zeigler (Public Works)
Cheryl L. Smith (Probation)
Susan A. Vaughn (Planning & Land Use)
Ramona L. Walker (HHSA)
Phyllis E. Warthen (HHSA)

20 Years

Joan M. Anderson (HHSA)
Patricia B. Balinghasay (Assessor)
Anthony M. Bier (Sheriff)
Louis A. Chertkow (Parks & Recreation)

Eulalia M. Chiong (HHSA)
Soon I. Chu (HHSA)
Diana E. Dessel (Planning & Land Use)
Belen G. Durazo (Animal Control)
Gary O. Floyd (Sheriff)
William O. Giltner (Sheriff)
Robbie J. Hill (District Attorney)
Donald Ray Holland (Probation)
Alex M. Loebig, Jr. (Public Defender)
Michael M. McNally (Sheriff)
Jeffrey G. Miller (Sheriff)
Lucy A. Pacheco (HHSA)
Angelina S. Pedrano (Assessor)
Tyrell L. Perley (Sheriff)
James H. Pierce (Environmental
Health)
Kathy F. Ramos (Chief Administrative
Office)
Esperanza Reyes (District Attorney)
Bridget E. Scott (Superior Court)
Lisa Stubbs-Von Nordheim (Superior
Court)
Norman Triplett (Public Defender)
Helen M. Varga (District Attorney)
Caroline Wilson (District Attorney)
Donna J. Wyrill (HHSA)

In Memoriam

Billy L. Allen (Health Services, 1981)	3/04	Laurence A. McCormick (Probation, 1998)	2/04
Louise E. Atkinson (Health Services, 1974)	3/04	Patricia A. Moss (Municipal Court, 1994)	3/04
Virginia Cairns (Justice Court, 1975)	3/04	Charles W. Nickell (County Counsel, 2004)	2/04
Rosemary Cono (Social Services, 1986)	3/04	Agnes G. Pallemmon (Unknown, 1976)	2/04
Francis J. Eddy (General Services, 1983)	3/04	Lorraine Parr (Social Services, 1996)	2/04
Kathleen Ellis (Clerk of the Board, 1972)	3/04	Joseph S. Patane (Sheriff, 1975)	3/04
William T. Evans (General Services, 1977)	3/04	Dorothy Sue Rosenthal (Superior Court, 1998)	3/04
William D. Felkner (Sheriff, 1974)	2/04	Rosina Rutkowski (Health Services, 1982)	2/04
Theresa A. Fusik (Health & Human Services, 2004)	3/04	William S. Salter (Health Services, 1967)	3/04
Lois M. Keener (Health Services, 1997)	2/04	Sidney Stolier (Assessor, 1985)	3/04
Norman B. Knox (Probation, 1990)	3/04	Harry L. Sullivan (Health Services, 1982)	3/04
Mary H. Leggett (Social Services, 1983)	3/04	Ruben B. Thomassen (Sheriff, 1967)	3/04

Our thoughts and prayers are with the families and friends of active County employee Eric U. Ramirez, Sheriff (2/04).

County News Extra includes expanded information about and for County employees. If you have something you'd like considered, contact the newsletter editor at (619) 595-4627.

Retirements

The San Diego County Employees Retirement Association reports the following employees recently retired:

Benilda Alimboyoguen (Health & Human Services Agency)
 Dora Y. Alvarado (Library)
 Nancy E. Angelo (Planning & Land Use)
 Joaquin Anguera (Health & Human Services Agency)
 Jaime F. Aranda (Assessor/Records/Cty Clerk)
 Terry J. Argento (Sheriff)
 Lawrence G. Baker (Health & Human Services Agency)
 David B. Baldwin (Public Works)
 Richard D. Berg (Public Works)
 Jagdish Bhola (Public Works)
 Lola A. Boyce (Health & Human Services Agency)
 Sandra E. Bozzuto (Sheriff)
 Daniel A. Brooks (Health & Human Services Agency)
 James L. Brown (Sheriff)
 Francisco C. Bularan (Health & Human Services Agency)
 Cathy A. Burger (District Attorney)
 Joann M. Capelle (Health & Human Services Agency)
 Jean G. Creek (Agriculture, Weights & Measures)
 Charles W. Cross (Sheriff)
 William L. Cruzen (Sheriff)
 Denise D. Davis (Health & Human Services Agency)
 Jo L. Davis (Probation)
 Adolfo C. De La Rosa (Probation)
 Patrick A. Espinoza (District Attorney)
 Kurt A. Fettu (Sheriff)
 Gerald L. Finley (Sheriff)
 Layla M. Fiske (Housing/Community Development)
 Pete Garcia (Health & Human Services Agency)
 James M. Gentry (Probation)
 Sally A. Hanks (Health & Human Services Agency)
 Roberta C. Haupt (Health & Human Services Agency)
 M. S. Hess (Library)
 Jose Higuera (Sheriff)
 Robbie J. Hill (District Attorney)

Gloria M. Holloway (Health & Human Services Agency)
 Stephen B. Ingalls (Public Works)
 Elisa O. James (Library)
 Elizabeth M. Joao (Superior Court)
 Marion D. Jones (Health & Human Services Agency)
 Michael C. Koch (Public Works)
 Samuel Luera (Health & Human Services Agency)
 Phyllis J. Lutke (Sheriff)
 Alicia L. Marion (Probation)
 Samuel Miranda (Sheriff)
 Mari J. Mlyniec (Superior Court)
 Rose E. Nappi (Superior Court)
 Charles W. Nickell (County Counsel)
 Suzanne O'Neill (Health & Human Services Agency)
 Sherry L. Park (Library)
 Judith A. Paza-Jeffery (Housing/Community Development)
 Nancy E. Philips (Superior Court)
 Judith A. Pollard (District Attorney)
 Linda C. Pool (Sheriff)
 Michael A. Provinse (Superior Court)
 Elizabeth C. Quiambao (Treasurer-Tax Collector)
 Joan V. (Lopez) Quinn
 Craig A. Rustad (Assessor/Recorder/Cty Clk)
 William N. Schutt (Public Works)
 H. K. Storm (Superior Court)
 Theodore A. Snyder (Public Defender)
 Michelle M. Syoen (Health & Human Services Agency)
 Ramiro Taborga (Probation)
 Alan W. Truitt (Sheriff)
 Bulana Usasilp (Health & Human Services Agency)
 Della Welemirov (Health & Human Services Agency)
 Nancy E. Whalen (Planning & Land Use)
 Shirley J. Young (Sheriff)
 James A. Zubaugh (Public Works)

NEWSMakers NEWSMakers cont.

Their hope is to expand Venter's model to ensure uniform and consistent guidance on managing risks at swimming pools from the largest athletic-style pool to the smallest backyard pool.

This project particularly highlights the value of the registered environmental health specialist. The proven science-based/risk-based concepts and experience of an REHS can be easily expanded to other areas of public and environmental health, as in the case of Venter's risk management system for swimming pools. The broad-based knowledge and expertise of the REHS has important nationwide public health impacts.

Richard A. Muench, has been appointed to the position of Deputy Chief Probation Officer for the Probation Department. He will be responsible for finance, IT, human resources, Work Projects, and other administrative functions. Muench started with the department in 1975 as an assistant in Human Resources after graduating from San Diego State University. He has served as H.R. Manager, Budget Manager, and part-time Correctional Deputy Probation Officer.

[Ver•ba•tim] *extra*

Mark Koge (Animal Services) was thanked by a fellow County employee for his assistance in microchipping her newly adopted dog.

"The comfort of a 'real person' on the phone helped lower my frustration level. Thanks to Mark for his kindness."

Elenita "Leni" Mucho (Treasurer-Tax Collector) was thanked for helping a County resident resolve an issue related to his property.

"She is a credit to your department and instills confidence in us 'little guys' that help is available in times of need."

Rene Zeugner and Greg Slawson (DEH) were thanked for taking care of a complaint related to a mosquito-breeding site.

"I want to commend your staff for their prompt and efficient response."

Ariel de Jesus (Clerk of the Board) received kudos from another County department for his quick resolution of a problem with their office at the CAC.

"Ariel always responds quickly to our needs and conducts himself in a very professional and courteous manner."

John Reiderer (General Services) was thanked by a fellow employee for his responsive service.

"What great service! Mr. Reiderer's attitude was fantastic. Please let him know how much I appreciate it."

Mark Friedrich (Treasurer-Tax Collector) was thanked by a County official for making a presentation to a college class taught by the official.

"The Treasurer-Tax Collector is indeed fortunate to have someone with your knowledge and experience on his team."

Shawn Thompson (General Services) was thanked for working with his customers' schedules in servicing vehicles.

"I just wanted to take a minute and thank you and your team for the excellent service I receive."

Nikos Gurfield and Stephen Smith (Agriculture, Weights & Measures) were thanked by the instructor of a class for presentations they gave.

"Again, thank you, and I hope that you can allow this wonderful opportunity for our classes again in the future."

Chris Balan and Mark Tusi (Probation) were thanked for a job well done by a lieutenant at the Ramona Sheriff's substation.

"The end result was outstanding! The roadside and creek bed areas are free of debris and clear of any places of concealment for crime perpetrators. You are a credit to the Probation Department."

Roberto Alcantara (Assessor-Recorder-Clerk) was thanked for helping a customer get a document recorded.

"(Roberto) was knowledgeable, quick and answered all of (my) questions."

Elizabeth Tamez (Assessor-Recorder-Clerk) was complimented by a couple whose wedding ceremony she performed.

"We were pleasantly surprised by the compassionate and warm

wedding ceremony performed by Elizabeth Tamez, Deputy Marriage Commissioner... We would very much appreciate your expressing to her our strong, positive feelings about the entire experience."

Pat Nolan (Ag, Weights & Measures) was thanked for making a presentation to a local growers association.

"Your talk was interesting and informative and it was a pleasure to listen to you speak."

Bruce Campbell (HHSA) was thanked for providing professional service to a customer.

"Your expediency and professional handling of this matter has been greatly appreciated."

Carlos Longoria (Auditor & Controller) and Rosella Perez (Treasurer-Tax Collector) received kudos from an outside agency for their assistance.

"Many times it's so easy to complain when things go wrong and not take the time to say when things are done right. With this letter I wanted to do exactly that, highlight two people who have given us great customer service. My thanks to you, Carlos and Rosella."

Modesta Montes (HHSA) was thanked for helping a client navigate through the requirements for financial aid.

"Modesta was (and is) efficient; informed; sympathetic; very sweet & funny; and actually returned my calls!"

Wendy Christopherson (Assessor-Recorder-Clerk) received kudos from a satisfied customer.

"Wendy exemplifies customer service and deserves recognition for her fine work."

Veronica Ceja (Assessor-Recorder-Clerk) received praise for her customer service.

"She is an outstanding model of customer service."

Child Support Goes Wireless

The County of San Diego Department of Child Support Services (DCSS) was recognized at the Computer World Honors Medal of Achievement ceremonies in San Francisco in April for its role in the development of the Electronic Locator File System (ELFS). The department was one of 250 international nominees this year, representing 24 countries.

ELFS is a highly secure wireless data information system that helps child support officials find and deliver 180,000 bar-coded files among the agency's 700 employees. The system has reduced file retrieval times by more than 50 percent. Accepting the ComputerWorld honor was DCSS senior info tech engineer Darius Fattahipour, who developed the system along with child support director Thomas Boardman, department staff Abdallah Elasaad, Sande Hanson and Priscilla Barrett, and Macromedia.

Case studies from this 2004 ComputerWorld Honors Collection will now be archived in libraries, museums, and academic and research institutions around the world. The archive program, now in its 16th year, serves as primary source material for scholars and information technology professionals.

San Diego Bounty



Beth Streed of the Farm and Home Advisor/University of California Cooperative Extension talks about the San Diego-grown produce displayed at a recent open house. The event was in honor of the 90th anniversary of the partnership between the County and the University of California, which works to serve families and children, improve agriculture and the environment, and help San Diego County to be a safe and livable community. The open house was held at the Farm and Home Advisor Dept. at the COC on Overland Avenue in Kearny Mesa, and was well-attended.

Elder Abuse Training Videos Available

The Elder Abuse Unit at the San Diego District Attorney's Office has a new tool for helping to educate two key groups about the signs of mental, physical or financial elder abuse. The unit has produced two new training videos targeting the clergy and so-called "first responders" such as paramedics and firefighters. Since the beginning of 2003, all clergy are mandated reporters of elder abuse.

The videos are available to all local agencies that have a need to deliver such training to their employees or volunteers. The videos have been duplicated thanks to a grant from the office of County Supervisor Greg Cox. If you would like a video, please call (619) 531-3245.

Lean, Mean Fundraising Machine



Members of "Team County" pose for a quick snapshot on Saturday, April 24, before embarking on this year's WalkAmerica 5K walk in Balboa Park. The annual event is a fund-raiser for the March of Dimes. The County has raised nearly \$40,000 for this year's March of Dimes campaign so far, and more than 100 people signed up for the WalkAmerica event. Jamba Juice provided 200 free smoothies for Team County to refresh the participants after their 5K trek.

County Mentors Inspire Foster Youth

The San Diego County Foster Youth Mentor Program recognizes the hard work and dedication of the many County employees who mentor foster youth. Of the 175 mentors in the program, 14 are County employees.

Mentors provide the stability and encouragement that young people need to succeed. Research shows that adolescents who have an adult mentor are far less likely to engage in high-risk behaviors.

The foster youth mentor program matches trained mentors with foster children. If you are inspired to mentor a foster youth, please contact the mentor coordinator, Jannette Kutchins, at (858) 616-5930.